

Problem: Need to Upgrade NetGuardian's Firmware Version

Platform: All NetGuardian Units With Updateable Firmware

Your NetGuardian is one of your most powerful devices protecting and monitoring your critical infrastructure.



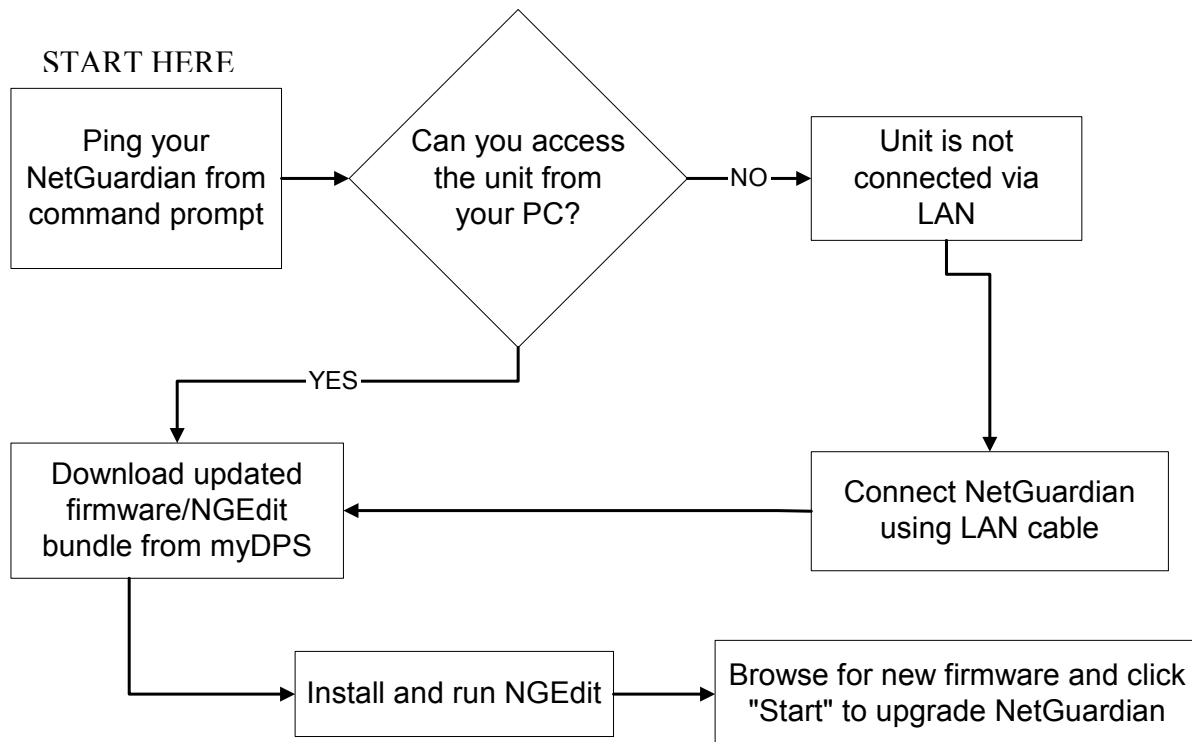
This Techno Knowledge paper will show you how to upgrade your NetGuardian's firmware via LAN.

This techno knowledge paper can help you if:

- You need to upgrade your NetGuardian with the latest and greatest firmware.

Quick Reference Chart

(for more details, review the troubleshooting checklist, starting on page 2 of this guide)



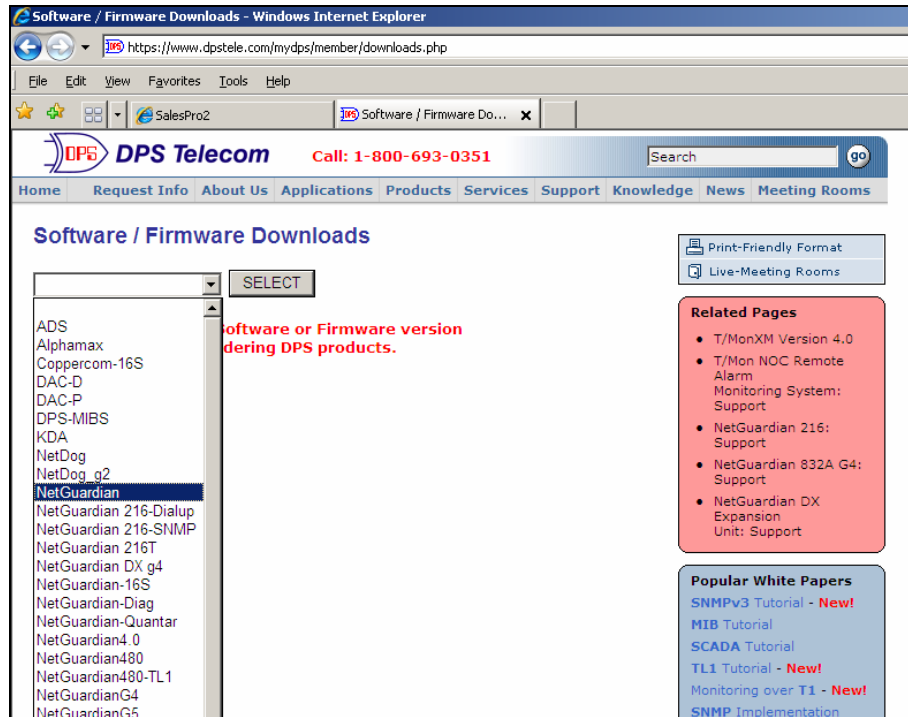
Troubleshooting Checklist

- ❑ **Ping your NetGuardian using its IP address in the “cmd” line. This will confirm that it is connected via LAN.**
- ❑ **Navigate to the MyDPS section of the DPS website (www.dpstele.com) and login. Choose the “Firmware / Software Downloads” link**

My DPS is here to help with your alarm monitoring applications. You have access to product data sheets, full user manuals, informational articles and how-tos at your finger tips.

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- Firmware / Software Downloads**
- Product Data Sheet Downloads**
- T/Mon Users Group**
- "How-To" Guides**
- 2007 Product Showcase**
This 2007 product showcase features powerful new monitoring solutions that will maximize your network visibility.

- **A drop-down menu of DPS devices will appear. Choose your NetGuardian unit. ****

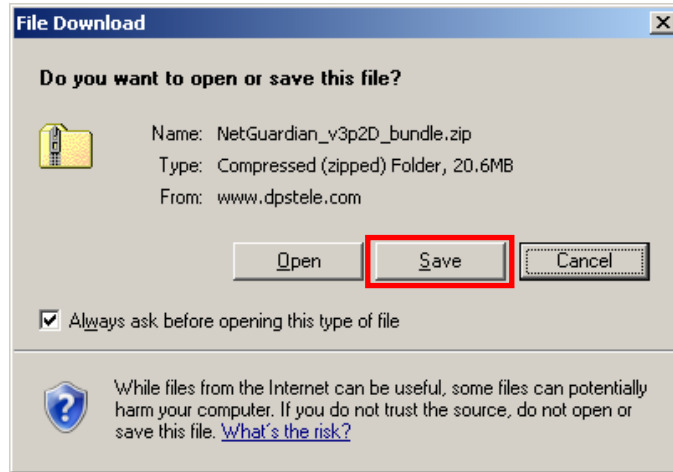


Note: If you have a NetGuardian G2 choose the item that simply says “NetGuardian.” If you’re not sure which to choose for your unit, (1) read the silk-screen on the front of the device or (2) check the part number. (Ex. D-PK-NETGD = **G2 ; D-PK-NETG4 = **G4** ; D-PK-NETG5 = **G5**)

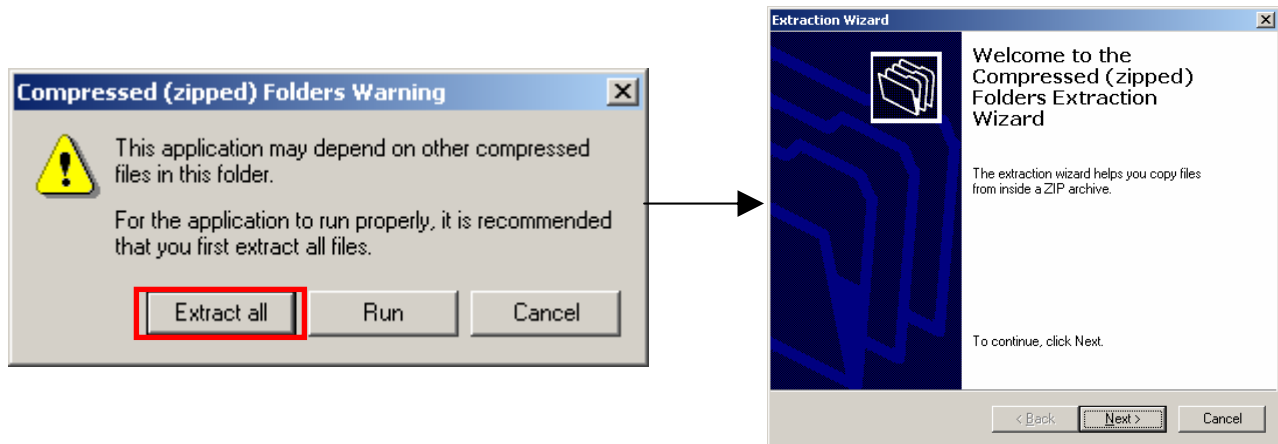
- **The latest *bundle* (NGEdit + new firmware) for the NetGuardian will be listed at the top. Click on the zip folder to download.**



- ❑ **Click “Save” and store the folder to a location you’ll remember. (Download will take a moment.)**

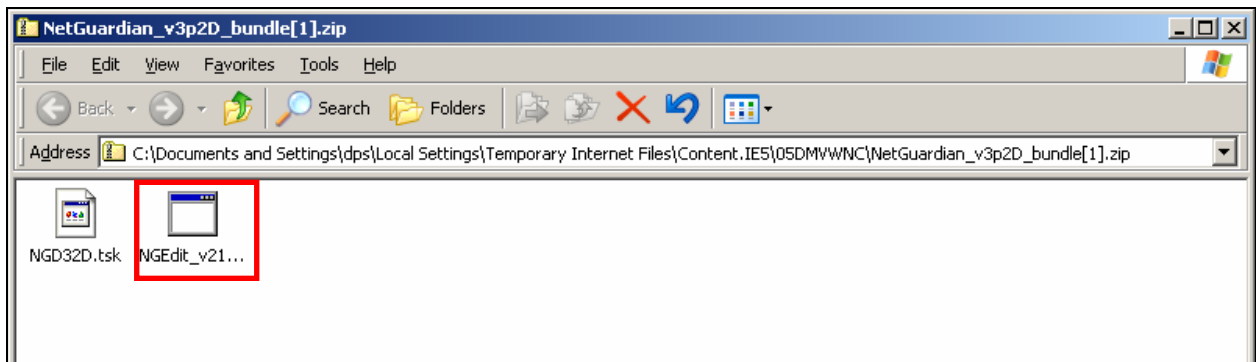


- ❑ **Extract all the files from the zip folder that is now on your PC.**



A wizard will automatically appear to help with the extraction process.

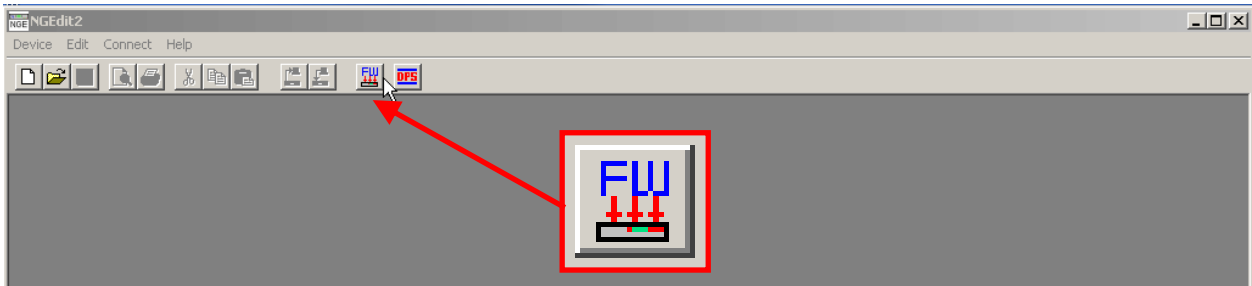
- ❑ **Open the NGEedit software to install it.**



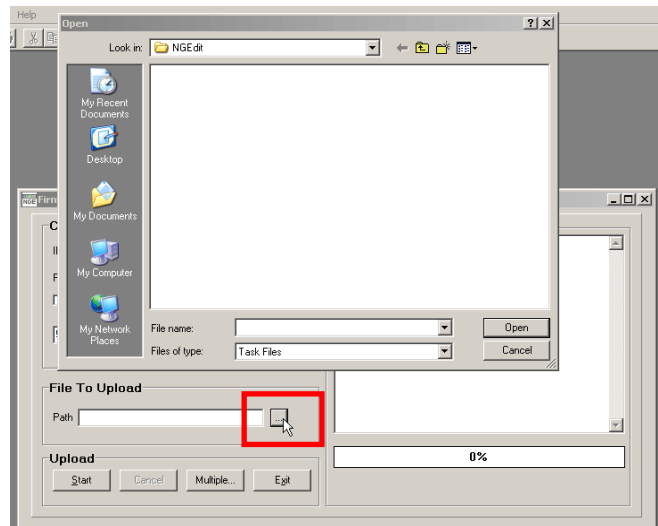
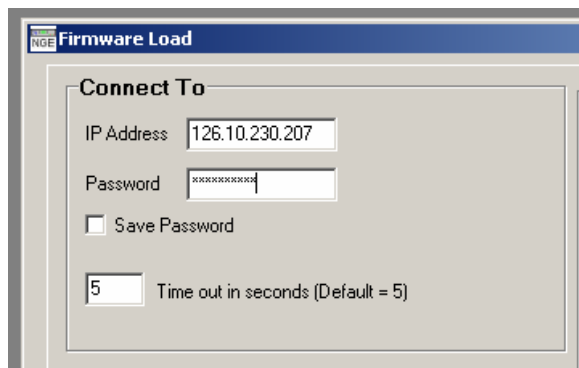
- ❑ This screen is where you will begin to install NGEEdit. Click “Next” to go through the install wizard that will take you through the process.



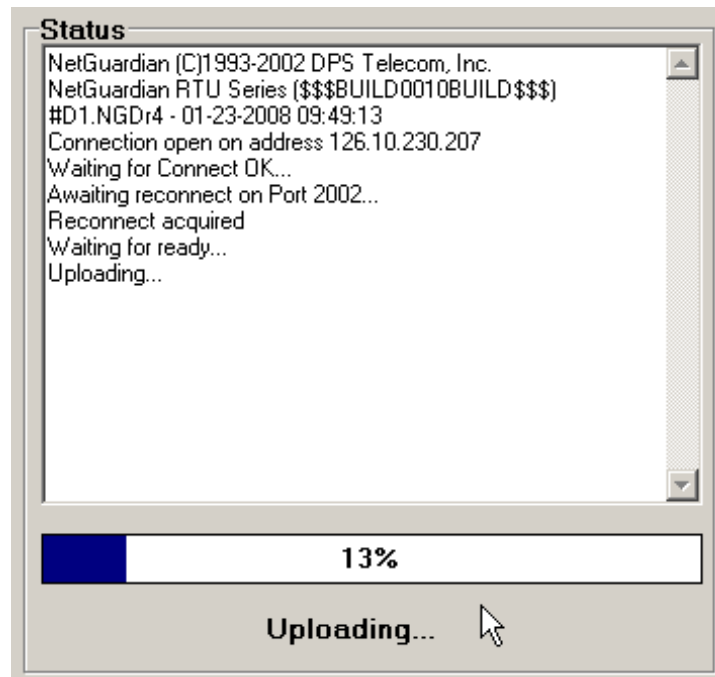
- ❑ Open NGEEdit and click the “FW” button at the top/middle of the screen.



- ❑ Enter your NetGuardian’s IP address and password. Now browse for the firmware (.tsk file) you saved to your PC.

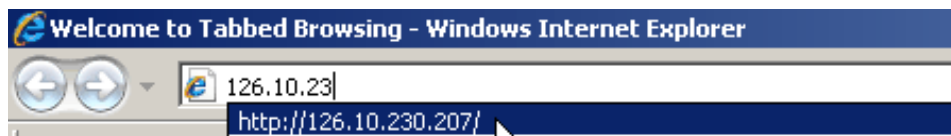


- ❑ **Click “Start” to upgrade your NetGuardian’s firmware. The status bar will count until it reaches 100%.**



This is what the status bar should look like during the upgrade.

- ❑ **To confirm that the upgrade has been successful, type in your NetGuardian’s IP address in your web browser and login.**



- ❑ **This screen shows which firmware version you're running.**

The screenshot shows the DPS Telecom web interface for device IRVNCA11_01. On the left is a 'Monitor' sidebar with various menu items. The main content area features an 'Alarm Summary' table and a file icon labeled 'NGD32D.tsk'. A red box highlights the 'NetGuardian v3.2D.0010' text in the sidebar, and another red box highlights the file icon with a green checkmark next to it.

Alarm Summary	
Type	Active Alarms
Base Alarms	0
Ping Targets	0
Analog	5
System Alarms	4
Exp.1 Alarms	0

NetGuardian v3.2D.0010

NGD32D.tsk

If you remain unable to download DPS firmware, please contact DPS Telecom Tech Support at (559) 454-1600.
